

**From:** Greg Swallow  
**To:** US Dept Of Justice, California, Connecticut, Florida, ...  
**Date:** 11/29/01 9:54am  
**Subject:** Stop Microsoft Hegemony

To Whom It May Concern:

First let me commend you for standing up for what is right in this matter. Though I do wonder how much more may be done, I ask you to continue to do all you can.

I say these things knowing from where I speak. For nearly twenty years I have worked in the Computer/IT industry. I am a programmer by education/trade and work in that arena as often as possible. I have also worked in Support Services and found there is little available in support for "High End" environments as where in days gone by. Once such expensive a system is properly stabilized then it needs little more than Preventive Maintenance to operate optimally. The problem with the "Low End" Windows market is the money is to be made at the expense of ignorant users. Users who know no different than to buy what is on the retail shelf. Where "sales professionals" are little more, some say less, than used car salesmen. This has never been, nor will ever be, the correct way to purchase a computer.

My experience with Windows spans before even the first public release in the 1980's. Errors cropped up then just as they continue to do so today. My most significant "gripe" is that they are the same errors. Oh, they use different names, but examining deeper into the cause shows the same issue exist. So long have I fought over these persistent errors that I have a practice, when building/preparing a Windows computer, which delivers a stable installation of Windows. What is so perplexing is that the procedure is rather simple, yet no manufacturer uses it. For the most part because Microsoft speaks against such procedures. To do so would cost Microsoft support dollars in their slice of the support market.

Because of this relentless barrage of aggravations, I have never used Windows as my own primary OS. What I do with my computers is too important to trust to such an inferior product. Unix was my first OS and continued to be until it was just not economical. I examined other options and chose IBM OS/2. I was amazed at how easy OS/2 was to manage and how stable it remained even in questionable environments. IBM created a wonderful product, but couldn't give water to a man dying in the desert against Microsoft's separation and marketing tactics. Unfortunately my clients would only use Windows, because they only heard mention of OS/2 from me and not the "sales professionals," but then came Windows 95. Sales person after sales person pestered them to no end. My clients saw nothing beneficial to changing as they were running networks and Windows 95 was/is notorious for being even more unstable when attached to a network. They came asking me what to do and again I recommended OS/2. Fortunate for my clients they decided to change to OS/2 Warp. Unfortunately for me, because OS/2 is so stable, they no longer need my services.

To be able to make a living I have had to turn to supporting Windows networks. This I find most disagreeable, but what's a man to do needing to support his family. Microsoft has created such a vast industry in support,

it's as if there is no other way. It hurts when you know a correct/complete answer, but are instructed to not give it as to do so would cost the company (Microsoft) money in support dollars. I have even confronted my fellow workers with my educated opinion that, ...to make a living as we are, supporting Windows, is to make a living off another's weakness. Much like a prostitute. The only verbal reply I have ever received was, "That is the American way." I turned and walked away to keep from striking the man for what he said.

My most recent Windows fatality was with my fiance's computer. A system I had assembled for her using Windows 95 because it was what her employer was using. It made no sense to have something different at home. It remained stable for about a year, thanks to the steps I had use as mentioned previously. By this time she had also become my bride and had seen/heard more about Windows than she really cared to. She wanted something different and I shared all I had for her to examine. A week or two later I bought her an Apple iMac and she has never been so happy. Even I have grown fond of the stability and simplicity of the Mac OS, but still little work is available and we must continue to support the world of broken Windows.

Then came Windows 98 and finally I left. I am once again building my own organization. Our SOHO has some seven computers, one iMac, one OS/2 Warp, one Windows, and four Linux. Linux? Yes! Unix that I can once again afford. A product developed and created by the people who use it. And, here comes the Microsoft behemoth to take away from the people what the people have created? I think not. Linux will remain my primary OS and I may build upon it with Apple Mac OS X workstations. Windows will have its place attached to our television, so that we may play an occasional game, but little more. OS/2 Warp stays as my own office computer. Even running on an intel Pentium 120 it out performs Windows 98SE on a 400MHz intel Pentium II.

Please stop Microsoft. Let the people keep what they have created; Linux.

Sincerely,

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